

STATE OF CALIFORNIA
PUBLIC UTILITIES COMMISSION
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298

EDMUND G. BROWN JR., *Governor*



June 29, 2017

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-A325
Washington, DC 20554

RE: **TRS Consumer Complaint Log Summaries for June 1, 2016 through
May 31, 2017 - CG DOCKET NO. 03-123**

Dear Ms. Dortch,

The California Public Utilities Commission respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the State of California to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of California. California's complaint summary is associated with complaints related to FCC TRS rules.

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints included in the attached log have been resolved.

California Relay received a total of 216 TRS complaints, not including captioned telephone service (CTS) calls, alleging a violation of FCC mandatory minimum standards for the time period June 1, 2016 through May 31, 2017. In addition, California Relay received a total of 275 complaints for CTS alleging a violation of FCC minimum standards for the same time period.

Ms. Marlene H. Dortch
Office of the Secretary
Page -2-
June 29, 2017

Of the 216 total complaints received in California, 22 were from one relay user who has had difficulty understanding what relay is and how to best use it. Customer Care personnel and Hamilton Relay Management have spoken with this user on several occasions to assist, but this customer still does not fully understand telecommunications relay service. Customer Care will continue to work with this relay user.

Please feel free to contact me at 415.703.1319, or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY if you have any questions about this submission.

Sincerely,



Helen M. Mickiewicz
Assistant General Counsel

HMM:tlg